



DEPARTMENT OF HUMAN SERVICES
OFFICE OF REHABILITATION SERVICES

"Helping individuals with disabilities to choose, find and keep employment"

Rhode Island Public Transit Authority (RIPTA) Programs

The Rhode Island Public Transit Authority (RIPTA) has several programs that may assist individuals with disabilities in getting to and from work. For more information about these programs, visit www.ripta.com or call (401) 781-9400 or RI Relay 711.

General Information on RIPTA Services for Eligible Individuals with Disabilities

- All RIPTA fixed-route, flex, and paratransit buses are equipped with lifts. Any passenger may use the lift if they cannot climb the stairs.
- Drivers announce major stops and transfer points for people with visual and reading problems. In addition, passengers may request that drivers announce their particular stops.
- Any personal care attendant accompanying and assisting an individual with a disability is eligible to ride free.
- Emergency two-way radios are on each bus (for use by driver) in case of emergency.

Half-fare and No-fare Pass Program for Fixed Route and Flex Service Buses

Low-income persons who have a disability may ride free of charge with a RIPTA No Fare Pass. All other persons who have a disability shall pay full fare during RIPTA peak hours of service (7:00 am to 9:00 am and 3:00 pm to 6:00 pm) on weekdays and shall pay 1/2 fare at all other times upon presentation of a RIPTA Disabled Half-fare Pass. Individuals must be certified as having a disability. Low-income persons must also have income certification. **Passes cost \$2.00 and are valid for 2 years.**

How Do I Get Certified? Certification of disability and income may be shown in the following ways:

- 1. With proof that you are receiving a disability benefit.** Valid identification includes:
 - Medicare Card
 - Current (within the past year) Social Security Disability Award Letter, Benefit Verification Letter, or Cost of Living Adjustment Notice. Letter must indicate the individual is receiving disability benefits.
 - Either a Letter from Employer or Employer's Disability Insurance provider or Veteran Administration Letter with a disability rating at or above 70%
- 2. A letter from a Social Service Agency that certifies that you have a disability.**
 - Office of Rehabilitation Services (including Services for the Blind) is among the approved agencies that can provide a certification letter, as well as Easter Seals, Muscular Dystrophy Association, Multiple Sclerosis Society, RI Hospital Hearing and Speech Center, and RI School for the Deaf.
- 3. Low Income Certification**
 - The State of Rhode Island's Department of Elderly Affairs (DEA) establishes the income limits for a single person and married couples, and certifies eligibility.
 - Acceptable forms of income certification or identification include the following:
 - RI Pharmaceutical Assistance for the Elderly Card (RIPAE Card)
 - Medical Assistance Card (Medicaid Card)
 - No Fare Certification Letter from the Department of Elderly Affairs. Specific questions concerning income eligibility requirements must be directed to the DEA at 222-2880.

Where Do I Obtain a RIPTA ID Pass? Acceptable proof of disability and, if needed, income verification must be brought to one of the following locations to obtain a Pass:

- **RIPTA Identification Office:** 218 Weybosset Street, Providence.
Monday – Thursday: 9:00 a.m. – 12:00 noon and 1:00 p.m. – 4:00 p.m.
Telephone: 784-9524

NOTE: This will move to Kennedy Plaza in the fall of 2002

- **Road Trip Community Outreach Program:** The RIPTA Identification Mobile Unit travels to communities throughout Rhode Island to enroll eligible residents Friday afternoons. Call 784-9524 for specific dates and times or visit www.ripta.com.

Ride Program – Americans with Disabilities Act (ADA) Complementary Paratransit Service*

- If you have a disability, which prevents you from using RIPTA's bus service, you may be eligible for RIPTA's ADA Paratransit Services. ADA Paratransit Service provides curb-to-curb transportation for a one-way fare of \$2.50. Service is available in a ¾-mile corridor on either side of existing transit routes to eligible individuals throughout Rhode Island. You do not need to live in this area to be found eligible, but all ADA Paratransit Service trips must start and end in the corridor. There are no restrictions on trip purpose.

Who Is Eligible?

You are eligible for ADA Paratransit Service if your disability:

- prevents you from independently using the fixed route system
- prevents you from traveling to or from bus stops

What Is The Eligibility Process?

- Contact the RIPTA ADA Coordinator at (401) 784-9553, TDD RI Relay at 1-800-745-5555 or 711, or your VR Counselor for an application.
- Applicants will be notified of the determination within 21 days of submitting the completed application.
- If determined eligible for ADA Paratransit Services, you will be notified on how to obtain the special identification card indicating the level of service for which you are qualified.
- To use this service, call (401) 461-9760 the day before for a reservation.

What If I Am Not Eligible?

- You may appeal the decision.

Flex Service Program

Flex Zones are geographically-limited areas of service where fixed routes and paratransit are not available. The vehicle does not leave the zone, and will connect passengers to fixed route service or RIDE for travel outside of the zone. Flex Service provides curb-to-curb, reservation-based service mixed with scheduled bus stops. The Work Link Pilot Program provides priority trips to work in all Flex Service Zones. Please call the toll-free Flex Line for more information about Work Link through Flex Service at 1-877-906-3539.

*Please note that the Ride Program offers services other than the ADA Paratransit Service, mostly for medical, adult daycare, or senior meal site trips. Please call the Ride Program at (401) 461-9760 for information on these other services.